



RESIDENT AND OWNERS' MANUAL



LEFT TOWER 1 THE BANK BIRMINGHAM

August 2018

1. Introduction

This residents guide describes how the communal areas of the development known as Left Tower 1, The Bank, 60 Sheepcote Street, Birmingham, are managed on behalf of the owners, Birmingham Resi Property Ltd.

There are 189 apartments within this block and a ground floor retail unit which will be let to a retailer or restaurant in due course. Each apartment owner is responsible for their own areas, including the main entrance door, any conduits exclusively serving and any plaster and finishes to the walls and ceilings and floors – this excludes the structural parts.

The communal areas are maintained by KWB Property Management Ltd (KWB Residential) on behalf of the owners and includes the lifts and staircase, corridor and service cupboards on each floor, reception/refuse/bike store areas on the ground floor and the main building structure.

The owner is still constructing the adjacent Tower 2 within the area cordoned off by hoarding, the remaining external walkways and grassed areas around Left Tower 1 is managed by KWB Residential.

This document is for the benefit of both owners and occupiers of each flat – the former may have let their apartment out to a sub-tenant, in which case this document should be communicated to the actual occupiers as well.

Each owner has already received a Home Information Pack along with supporting documentation such as warranties and user manuals. This relates to their own apartment which they are responsible for; the residents guide is to be read in conjunction with this to explain how the communal areas of the development are managed.

2. Contacts & Communication

The main day-to-day contact at KWB Residential is the on-site concierge, who is based on the reception desk during 08:30 to 17:30 hours Monday to Friday. When Tower 2 is completed there will be full 24/7 concierge cover between both towers. In the meantime, please address all queries to KWB Residential direct as below:

KWB Property Management Ltd, Lancaster House, 67 Newhall Street, Birmingham, B3 1NQ
info@kwbresidential.com
Tel: 0121 233 2330

You need to deal with any issues affecting your own apartment or contact your landlord.

Further information and notices are available on the reception desk and website www.kwbresidential.com - just type in the address of the property. Here you will find information on service charge budgets and insurance cover, the residents guide and Home Information Pack and regular updates.

3. Accounts

All enquiries regarding service charge and ground rent payments must be made to the KWB office. Current contact details of all owners must be confirmed to KWB as soon as possible.

4. Sales & Lettings

Knight Frank are arranging full handover details of each apartment sale, including issuing keys, fobs, and Home Information Packs.

For future sales, please contact KWB for further information such as Management Packs, etc.

5. Apartment Areas

Each owner is responsible for the services and use of their own apartment areas. No business or temporary use through intermediaries like AirBnB are permitted.

No pets are allowed at the development without the express permission of the building management team.

6. Vehicle Access

There is no vehicle parking at the development: occupiers need to make their own enquiries regarding parking arrangements off-site.

No parking is permitted on the road in front of the main entrance, double-yellow line restrictions are enforced by the local authority.

All delivery and access arrangements are at your own risk. However, please contact the concierge to confirm your proposed timing and delivery arrangements.

7. External Areas

The external pathways and grassed areas around the development are for access only. A temporary lit walkway is provided between the towers.

Gritting and snow-clearance will be undertaken on external areas around the tower during winter months. All users must take any necessary precautions as deemed appropriate.

8. Cleaning

The corridors on each floor, bin and refuse store and stairs are cleaned every week. The cleaner attends every week-day morning and rotates between different floors each day to ensure all areas are covered.

The reception area is cleaned daily, and checks are made of the interior and exterior of the building. All cleaners will be regularly audited.

Care must be taken for occupiers and their visitors to keep these areas clean and tidy. If there are any additional cleaning requirements, please contact the concierge.

External window cleaning is completed every three months and apartment occupiers must ensure their internal faces of the windows are cleaned.

9. Repairs

Any disrepair in the shared areas both inside and outside must be communicated to the concierge who will arrange a suitable repair. Each apartment owner is responsible for their own apartment and KWB may need to contact them to arrange a repair if this affects other areas in the blocks, for example a water leak into apartments below.

Any signs of inadequate lighting both inside and outside the property, including light bulbs not working, must be reported. The lights throughout the communal areas stay partly on all the time and increase in brightness once movement is detected.

10. Fire Safety Procedure

The building supports an escape strategy which is a stay put policy. The building is of substantial construction and all apartments are fully separated from each other. Each apartment is fitted with an automatic, domestic fire sprinkler system with concealed sprinkler heads behind the white discs on the ceiling in each room within the apartment. These sprinkler heads operate on an individual basis and false activations are extremely rare. If a sprinkler head operates this will send an automatic indication to the reception desk and the fire service will be notified immediately. Each apartment is also fitted with a series of ceiling mounted, mains powered, multi-function automatic fire detectors/alarms. These alarms have 10 year lithium cells as battery back-up to the mains supply. There is no fire alarm system in the common areas nor is one necessary.

If fire breaks out in your apartment:

- Leave the room where the fire is straight away, then close the door.
- Tell everyone in your apartment and get them to leave. Close the front door of your apartment behind you.
- Do not stay behind to put the fire out.
- Call the fire service.
- Make contact with a member of the building management team if they are present and notify them of the location of the fire.
- Wait outside, away from the building.

If you see or hear of a fire in another part of the building:

- The building is designed to contain a fire in the apartment where it starts. This means it will usually be safe for you to stay in your own apartment if the fire is elsewhere.
- You must leave immediately if smoke or heat affects your apartment, or if you are told to by the fire service.
- If you are in any doubt, get out.
- Make contact with a member of the building management team if they are present and notify them of the location of the fire.
- Call the fire service.
- Wait outside, away from the building.

To call the fire service:

- Dial 999 or 112.
- When the operator answers, give your telephone number and ask for FIRE.

- When the fire service reply give the address with the flat number and floor number, Tower 1, The Left Bank, Sheepcote Street, Birmingham.
- Do not end the call until the fire service has repeated the address correctly.

Should your apartment become affected or you feel threatened by fire, heat and smoke at any time you should leave and make your way down the stairs without using the lifts.

A member of the building management team will also call the fire service when present in the building and out of normal hours an automatic system will notify the fire service.

The corridors on every floor are fitted with an automatic ventilation system. There is an automatic opening vent/window by the lifts and mechanical extraction fans are located at either end of the corridors. This system will keep the corridor free from smoke for evacuation purposes and for the fire service during firefighting operations.

Emergency exit route

The emergency exit route is via the stairs down to the ground floor and then through the side escape corridor past the lifts, following the illuminated fire exit signs to the final exit door. This is a protected route. You can also exit via the front doors however please note there is an automatic fire shutter installed between the lift lobby and the reception area. This will drop down into position only when an automatic fire detection device has operated in the reception area or refuse room. This shutter is to separate those areas from the protected route from the residential accommodation on the upper floors.

When leaving the apartment block press the green button to release the door or in the case of emergency or door failure use the emergency door release which is located in a green box with a break glass front marked – “emergency door release”.

There is a suitable disabled refuge area located within the stair enclosure on every upper floor of the building. One of the passenger lifts is designated as a firefighting lift and this can be used as an evacuation lift if necessary during an emergency at the discretion of the fire service incident commander.

ROUTINE MAINTENANCE

Smoke detector maintenance

It is recommended that the smoke detectors in the apartment are tested on a monthly basis to ensure correct operation. This is achieved by pressing and holding in the test button on a smoke detector for up to 10 seconds to ensure the sounder operates. A red indicator light on the cover of the smoke alarm should also flash whilst the smoke alarm is sounding. The alarm will cease to sound when the test button is released.

The smoke detectors are mains powered but also have battery back-up in the event of a mains power failure; the battery has a 10 year life and is non-replaceable. Please note the Battery cannot be changed and therefore the entire unit will require replacement at the end of the 10 year period.

Sprinkler head maintenance

Sprinkler heads require very little or no maintenance but it is important to ensure there is a gap around the concealed sprinkler head so that it is not obstructed or damaged in any way.

Apartment front door

Your apartment front door is a self-closing, 30 minutes, fire resisting door and is fitted with a self-closing device and smoke and heat seals. This door should be maintained in good condition and not changed in any way as it provides separation between your apartment and the common areas. Should you wish to change the door, one either meeting or exceeding the current door specification must be installed and certification must be produced and retained for reference in the future. Please consult with the landlord before making any changes.

11. Access & Security

Each apartment owner is issued with two fobs to activate access into the development through the main entrance door, bin and refuse store, and any internal doors. Please contact the concierge for additional fobs at an additional charge of £20. All fobs are unique to each person and can be individually activated/deactivated as necessary.

All visitors must contact each occupier directly or through the intercom at the main entrance. Each apartment owner must then walk down to the entrance to meet each visitor and escort them throughout the property. They can only wait in the reception area upon prior approval of the concierge.

The corridor from the disabled toilet to the side of the development is for emergency use only. Please arrange access for deliveries or large items through the concierge.

The entrance/exit doors will be automatically unlocked upon activation of the building's fire systems. Please be aware and report any unauthorised access back into the property.

All issues with the access control and fobs to the property must be reported to the concierge.

A CCTV system covers key areas of the communal areas internally and externally and is monitored 24/7 via an external monitoring company.

All shared corridors and stairways must be kept clear and clutter free for health and safety purposes. This includes items such as bikes being kept in the shared areas.

All fire doors within the shared areas must be kept closed and not wedged open.

All windows and doors must be kept closed and any signs of suspicious behavior reported to the concierge.

12. Lifts & Stairs

Two lifts are provided for regular use of all residents. In the event of an emergency press and hold the alarm button and this will be connected to the lift contractor who will attend site as soon as possible.

Temporary padded-protection is on the lifts during the initial period of the development to ensure no damage is caused during residents moving in.

13. Disabled Toilet

There is a disabled toilet on the ground floor from the reception area. Please speak to the concierge for access however this is only for the use of disabled persons.

14. Utilities

The electricity meter for each apartment is in communal riser cupboards on each floor which can only be accessed by the Concierge who will conduct a monthly meter reading for all meters. These readings will be posted on the notice board in reception.

The water meter is accessed from an individual hatch near each apartment on each floor.

Each owner is responsible for the internet, TV and telephone services within their apartment. Please contact the concierge if you have any connection issues.

Each owner is responsible for all utilities within their own area, including Council Tax.

15. Refuse

Refuse bins are provided through Birmingham City Council and stored in the designated refuse store at the side of the reception area. All refuse must be taken to these bins in pre-tied bin bags.

All rubbish must be kept in the designated area. No rubbish is to be left outside the bins or the bike store. Any sign of misuse must be reported and any rubbish directly attributable to individuals is to be removed immediately otherwise the concierge will arrange to have it removed and recharged to the responsible individual accordingly.

We would also remind you that any non-domestic refuse such as empty boxes etc. must be removed by you directly and not left in the bin store. Again, any dumping of such items will incur charges to the individual concerned

16. Bicycle Store

All bicycles must be kept, at owners' risk, in the allocated bike store at the side of the development which you can access via the Concierge between 08:30 and 17:30 weekdays.

17. Post

All post must be collected on a daily basis from the allocated mailboxes at the reception area. Any junk mail and flyers that are not addressed to an individual will be removed.

Residents must make their own arrangements with delivery companies to receive and send any separate post and parcels. These can be received by the Concierge with prior notice and will be stored for up to 7 days. Parcels can only be collected when the Concierge is on duty from 08:30 to 17:30 Monday to Friday as they are stored in a locked office. If the parcel is not collected, the Concierge will arrange with the courier company for it to be returned.

If there is any misuse of this service, it will cease immediately, and the Concierge will be instructed not to receive any further deliveries.

18. Insurance

KWB deal with any insurance concerning the main building and are to be notified of any potential or actual risks or claims.

Each occupier needs to arrange their own insurance cover for personal contents and items.

19. Smoking/alcohol/substances

Smoking is not permitted inside the internal common areas or anywhere within the perimeter of the development including under the arch. The drinking of alcohol and use of substances is also not permitted anywhere on the communal areas.

20. Drains & Services

All owners are responsible for drains and services like sewerage and water pipes within their apartment. The management company deal with the shared systems and may need to liaise with and charge individual apartment owners for problems caused within their areas.